

10/29/2010

**IT Professional Technical Services
Master Contract Program 902 TS
Statement of Work (SOW)
For Technology Services**

Issued By

Minnesota Office of Enterprise Technology (OET)

Project Title: Data Center Co-Location Facility Procedures

Categories:

Analyst - Business

Table of Contents

Categories	3
Business Need.....	3
Overview	3
Business Requirements.....	4
Project Deliverables	4
Project Milestones and Schedule	6
Project Environment (State Resources).....	6
Responsibilities Expected of the Selected Vendor	6
Required Skills (These are minimum requirements to be scored as pass/fail requirements)	6
Desired Skills	6
Process Schedule	6
Questions	7
SOW Evaluation Process	7
Miscellaneous	7
Response Requirements.....	7
Proposal Submission Instructions.....	8
General Proposal Requirements.....	8

Categories

OET is seeking two Business Analysts through 12/31/2010, with the option to extend for six months, to gather requirements for, and leverage existing standards, etc., to apply industry best practices to update/document Standards, Procedures, Process Flow Diagrams, RACI Matrices and applicable Training Material for managing the day-to-day operations of Data Center Facilities.

Business Need

The Office of Enterprise Technology (OET) needs two consultants through 12/31/2010 to **gather requirements for, and leverage existing standards, etc., to apply industry best practices to update/document Standards, Procedures, Process Flow Diagrams, RACI Matrices and applicable Training Material in the OET-approved format for managing the day-to-day operations of one or more Data Center Facilities.** The consultants will work with OET Subject Matter Experts (SME) to gather requirements, and **leverage existing procedures** in order to apply industry best practices and update/document Standards, Procedures, Process Flow Diagrams and applicable Training Material needed to manage the operations at one or more Data Center Facilities.

This statement of work does not obligate the state to award a contract or complete the project.

Furthermore, the state reserves the right to cancel this solicitation if it is in the state's best interest.

Prohibition on Future Work. The successful respondent will be precluded from participating (as a contractor, subcontractor, or consultant) in any future solicitations and contracts for the design, build, and implementation of any State Data Center Facilities resulting from the work performed pursuant to this SOW, unless such work for the state is substantially similar to that being performed under this SOW.

Overview

Currently, the State's data centers are extremely complex, difficult to maintain, at high risk of failures and increasing in cost beyond the norm. There are too many locations, based on the number of servers, applications and requirements.

38 Data Centers

70+ locations counting computer and machine room locations

The current data center square footage (sf) [69,000 sf] is 3X larger than required [20,000 sf] for the size of the technology environment needed. A majority of data center locations were built to outdated guidelines from standards 40 years old.

The State seeks to consolidate the support load of managing the many servers deployed around the State of Minnesota Agencies. The infrastructure must provide for application level flexibility, timely deployment of applications depending on their complexity, redeployment of computer resources, necessary availability and redundancy as well as reduced administrative overhead.

In order to effectively manage these data center facilities, procedures, and training material, where applicable, will need to be developed.

This Statement of Work is being issued for the application of industry best standards and the update to Standards, Procedures, Process Flow Diagrams, and Training Material, where applicable, to facilitate the Operations Management of Data Center Facilities.

Business Requirements

- 1) The contractors will work with various OET Subject Matter Experts to gather requirements, leverage existing procedures where available, and apply industry best practices to update/document standards, procedures, process flow diagrams and RACI matrices, etc., in an OET approved format.
- 2) The contractors will develop training material, where applicable, to help personnel utilize and apply procedures to manage the Data Center Facilities.
- 3) The contractors will develop a Customer Standards, Procedures, Process Flows and Training Packet and an OET Standards, Procedures, Process Flows and Training Packet.
- 4) The contractors will apply industry best practices to this project.
- 5) The estimated budget for this project is between \$65,000.00 and \$100,000.00
- 6) There will be between 2 and 4 Data Center Facilities requiring procedures.
- 7) The Procedures will be as consistent as possible across all Data Center Facilities.
- 8) Both Procedures and Training (where applicable) will be updated and documented by the contractors.
- 9) The contractors will leverage OET's existing Standards, Policies and Procedures.
- 10) Procedures, etc., will be completed by 12/31/2010.

Project Deliverables

The types of **Standards, Procedures, Process Flow Diagrams, RACI Matrices, etc., and associated Training Material**, where applicable, to be completed by 12/31/2010, include, but are not limited to:

Procedure
Service Request and Fulfillment Workflow Diagram
Service Request (Ordering)
Installation
Billing
Data Center Infrastructure and Support (Standards and Procedures)
Rack Offering (Power, Network, Rack)
Facility Infrastructure (Ladder Racks, PDU/SDU, A/C Type, Aisle Cooling Options, Floor Tile Dist. & Type)
Facility Support (Maintenance, Monitoring, Repairs) – SiteScan monitored equipment
Rack Provisioning Standards and Procedures
Rack Install
Ladder Rack Install
Network Cable Management
Power Management
Equipment Installation and Deinstallation Procedures
Receive
Rack
Connect
Test
Close
Incident Management – Co-Location
Change Management – Co-Location
Data Center Capacity Management – Co-Location
Facility Maintenance & Repair
Green IT Metrics (Recording and Reporting)
Power Consumption
Tools
Procedures

Physical Access Event Management
Standards
Personnel Security Standard
Data Center Standard
Physical Security Standard
Log Management Standard
Procedures
Building Entry Procedures
Data Center Entry Procedures
Rack Access Procedures
Staging/Storage Area Procedures
Dock usage Procedures
Data Center Behavior and Usage Guidelines
Service Request (Ordering) – Co-Location
Billing Procedures
Input to Billing – Co-Location
Customer On-site Services
Request and arrange staff for onsite service
Log against 2, 60-minute intervals per month"
Log against add'l onsite services ""block time"" (30-minute minimum)"
Log against onsite service to respond to incidents (ticket) 15-minute increments
Asset and Configuration Management – Co-Location
Environmental Event Management (SiteScan & Honeywell)
Air Conditioning (SiteScan)
Humidity (SiteScan)
Temperature (SiteScan)
Electrical Power (SiteScan)
UPS (SiteScan)
Backup Generator (SiteScan)
Water Detection (SiteScan)
Smoke Detection (Honeywell)
Fire Suppression (Honeywell)
Co-Located Equipment Event Management (SCOM, etc.)
Disaster Recovery for a Facility Disaster
Aperture
Aperture Use/ Management Procedures
Data Center Migration Procedures / Tool Usage

Project Milestones and Schedule

- 1) The contractors will provide weekly status reports including milestones, project progress, risks and issues.
- 2) The contractors will be expected to complete all the deliverables by December 31, 2010.

Project Environment (State Resources)

- 1) OET will provide oversight and technical assistance to the vendor to complete the deliverables and to assure that the final product is compatible with OET's EDMS infrastructure
- 2) OET will provide staff with business responsibility and knowledge to assist in the design, implementation and testing of the deliverables.
- 3) OET will provide Subject matter Experts to assist with the gathering of existing procedures and applicable Training Material.

Responsibilities Expected of the Selected Vendor

- 1) Provide contractors needed to complete all required components of this SOW.
- 2) Work with the OET Project Manager to develop a project schedule including milestones.
- 3) Provide weekly written status reports, updated issue logs and other relevant communication as-needed to the OET Project Manager.
- 4) Work with OET procedures owners to leverage existing information and develop and document Standards, Procedures, Process Flow Diagrams, and applicable Training Material in the OET approved format.
- 5) Schedule meetings as-needed with OET procedures owners and the OET project manager to gather information necessary to develop Standards, Procedures, etc.
- 6) Complete all deliverables under the contract in the designated timeframe.

Required Skills (These are minimum requirements to be scored as pass/fail requirements)

- 1) Three years experience developing procedures for management of day-to-day operations of Data Center Facilities.
- 2) Three years experienced in gathering associated requirements from Subject Matter experts

Desired Skills

- 1) Three years experience developing Data Center Facility operational procedures and training material in a state government environment.
- 2) One year experience developing procedures for the use of Aperture software.
- 3) One year experience developing procedures that required interfacing with BMC IT Service Management Tools.

Process Schedule

- 1) Questions due to paul.cavallo@state.mn.us by 11/04/2010 4:00PM Central Time -
- 2) *Subject Line of Questions email must be: DCC Procedures SOW Question*
- 3) Answers to questions will be posted by 11/05/2010, 4:00 PM Central Time at:
- 4) http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html

- 5) Proposals due 11/08/2010, Time 4:00PM CST emailed to paul.cavallo@state.mn.us Subject Line: **DCC Procedures SOW Proposal**
- 6) Anticipated proposal evaluation begins 11/09/2010, Time 8:30AM CST
- 7) Anticipated proposal evaluation & decision 11/18/2010, Time 4:00PM CST

Questions

Any questions regarding this Statement of Work should be submitted via email to paul.cavallo@state.mn.us by 11/04/2010, 4:00 PM Central Time.

Answers to questions will be posted by 11/05/2010, 4:00 PM Central Time at:
http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html

SOW Evaluation Process

OET reserves the right to conduct interviews with prospective candidates as part of the evaluation process. The evaluation will be based on a 1,000 point scale.

- 1) Experience: 40%
- 2) Knowledge: 10%
- 3) Cost: 30%
- 4) Project approach 20%
- 5) Required Forms – must be included in the proposal

Miscellaneous

The State will not provide reimbursement for parking, transportation, meals, or any other associated expenses.

Response Requirements

Responder must present a written proposal that includes:

Experience (40%)

- 1) Detailed response to “Business Requirements”
 - a) Description of the vendor’s response to the need and explanation of their proposed solution.
 - b) For each “response,” vendor would need to explain how their proposal suits the business/project requirements. If a modification or conversion is foreseen, state reasoning.
- 2) Write-up describing how standards and procedures were successfully developed and implemented at previous engagements.
- 3) Resume of potential candidate(s)
- 4) References: Provide three clients using the solution

Knowledge (10%)

- 1) Company overview
- 2) Company history, growth
- 3) Current financial data if publicly available
- 4) Explain how the proposal will meet the requirements listed above.

Cost (30%)

Cost-Hourly rate for each individual assigned to the project along with a breakdown of total estimate hours – understanding the project end date is 12/31/2010.

Project Approach (20%)

- 1) Write-up explaining the vendor's "Project Approach"
- 2) Explain how the vendor will approach their participation in the project. This includes:
 - a) Organization and staffing (including staff qualifications, resumes, etc.)
 - b) Work-plan with life-cycle cost breakdown to suit evaluation criteria
 - c) Contract/change management procedures
 - d) Project management (e.g. quality management, risk/issue assessment/management, etc.)
 - e) Documentation of progress such as status reports

Proposal Submission Instructions

Submit proposal and resume(s) via e-mail to paul.cavallo@state.mn.us by 4:00 PM CST on **11/05/2010**.

General Proposal Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability/Indemnity

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State. The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at: http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by e-mail at mmd.help.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-owned/Service Disabled Veteran-Owned Preference

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and sign the **Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

STATE OF MINNESOTA

IT Professional Technical Services Master Contract Program Work Order

This work order is between the State of Minnesota, acting through its _____ ("State") and _____ ("Contractor"). This work order is issued under the authority of Master Contract T-Number 902TS, CFMS Number _____, and is subject to all provisions of the master contract which is incorporated by reference.

Work Order

1 Term of Work Order

1.1 *Effective date:* _____, or the date the State obtains all required signatures under Minn. Stat. § 16C.05, subd. 2, whichever is later.

The Contractor must not begin work under this work order until it is fully executed and the Contractor has been notified by the State's Authorized Representative to begin the work.

1.2 *Expiration date:* _____, or until all obligations have been satisfactorily fulfilled, whichever occurs first.

2 Contractor's Duties

The Contractor, who is not a state employee, will: _____ [*Thorough Description of Tasks/Duties*]

3 Consideration and Payment

3.1 *Consideration.* The State will pay for all services performed by the Contractor under this work order as follows:

A. *Compensation.* The Contractor will be paid as follows: _____ [*For example; Resource Type hourly rate*]

Travel Expenses. Reimbursement for travel and subsistence expenses actually and necessarily incurred by the Contractor as a result of this work order will not exceed \$_____.

Total Obligation. The total obligation of the State for all compensation and reimbursements to the Contractor under this work order will not exceed \$_____.

Invoices. The State will promptly pay the Contractor after the Contractor presents an itemized invoice and the OET Service Log (attached) for the services actually performed and the State's Authorized Representative accepts the invoiced services. Invoices must be submitted timely and according to the following schedule: Monthly, invoice must contain contract number and service dates, and be sent to:

Office of Enterprise Technology
ACCOUNTS PAYABLE
State of Minnesota
658 Cedar Street
St. Paul, MN 55155 or

3.2 accounts.payable@state.mn.us

4 Authorized Representatives

The State's Authorized Representative is [NAME, TITLE, ADDRESS, TELEPHONE NUMBER], or his/her successor. The State's Authorized Representative will certify acceptance on each invoice submitted for payment.

The Contractor's Authorized Representative is _____. If the Contractor's Authorized Representative changes at any time during this work order, the Authorized Representative must immediately notify the State.

5 Nonvisual Access Standards

Nonvisual access standards require:

- 5) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 6) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 7) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 8) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

6 Liability

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

1. STATE ENCUMBRANCE VERIFICATION

Individual certifies that funds have been encumbered as required by Minn. Stat. §§16A.15 and 16C.05.

Signed: _____

Date: _____

CFMS Contract No. B- _____ Object Code: _____

3. STATE AGENCY

Individual certifies the applicable provisions of Minn. Stat. §16C.08, subdivisions 2 and 3 are reaffirmed.

By: _____
(with delegated authority)

Title: _____

Date: _____

2. CONTRACTOR

The Contractor certifies that the appropriate person(s) have executed the contract on behalf of the Contractor as required by applicable articles or bylaws.

By: _____

Title: _____

Date: _____

OET Professional Technical Service Log (Supporting Documentation for Service Invoice)

Office of Enterprise Technology

Project: _____

Month: _____

Year:_____

Contractor Name:_____

[illegible]